



Industry: Transportation

Towing Management

A demand-based towing agency that manages the transportation, storage, and returns of vehicles reported for parking violations.

CHALLENGES

This company was plagued with problems including long wait times, low levels of accountability, and a colossal amount of paperwork. It needed an affordable solution that could automate many of its processes. The business also needed to eliminate lengthy towing response times and maintain seamless communications between tow-truck operators and its dispatch team.

SOLUTION

Encore took their business to the next level for workforce management. The easy-to-use software works with their customized back-end database, via API integration, creating an “automated” towing system that eliminates a lot of intermediaries and unnecessary procedures.

BENEFITS

Previously, each driver was assigned orders through a manual rotation dispatch process. Now, Encore sends dispatch requests directly to the operators via their mobile devices. Drivers can quickly update the status of vehicle apprehensions, so now the company can alleviate frustrations by relaying up-to-the minute information when asked. They can validate that their operators were on time, preventing negative feedback to the city and improving relationships. And by tracking employees, they can save money by making smarter decisions when assigning new orders. Overall, their average tow response time dropped to 11 minutes, showing more than a 50 percent reduction in response time due to Encore.



JOB DISPATCHING

Smarter decision-making for new requests.



GPS TRACKING

Proof of services rendered for greater accountability.



API INTEGRATION

Automated daily processes to eliminate redundancy.

Learn more about our solutions at workforce.actsoft.com/encore